Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**	
	Low	**FCR Total**
Governor's Office	6 4	6 4
Customer Company Total	6 4	6 4

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Governor's Office	6 0	6 0
Customer Company Total	6 0	6 0

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**	
	Low	ATTIR Total
Governor's Office	6 0.16	6 0.16
Customer Company Total	6 0.16	6 0.16

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Governor's Office	6 0	6 0
Customer Company Total	6 0	6 0

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
Governor's Office	6 0.21	6 0.21
Customer Company Total	6 0.21	6 0.21

Governor's Office

Detail

INC000000229730	Connie Wettlaufer	Network	Performance	None		TIR Missed: No	TIR:	0.79
Network Operations	Dean Larsen	Governor's Office		Low	Closed	TTR Missed: No	TTR:	1.05
INC000000231539	Reg Garff	Application	Error	Novell GroupWise PDA Connec		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231668	Connie Wettlaufer	Server	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232818	Julie Summers	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.18
Voice Operations	Annette Nielsen	Governor's Office		Low	Closed	TTR Missed: No	TTR:	0.18
INC000000233625	Patsy Buchi	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234045	Richard Ziebarth	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office		Low	Closed	TTR Missed: No	TTR:	0.00